

SECTION C – PERFORMANCE WORK STATEMENT (PWS)

C.1 PURPOSE

The US Army Human Resources Command (HRC) Information Technology (IT) Infrastructure Support Program Task Order will provide the IT architecture, infrastructure and associated IT services for the Army HR community's personnel management systems.

C.2 BACKGROUND

The HRC IT Infrastructure Support Program supports the Army personnel community which is comprised of the Active Army, Army National Guard Bureau, Army Reserve, and the Soldier Record Data Center (SRDC). These systems manage military personnel functions such as recruitment, accessions, training, sustainment, separation, mobilization, deployment and retirement. A large percentage of the personnel systems and applications that support the Army's personnel mission are managed and maintained through the HRC IT Infrastructure Support Program during peacetime, mobilization, demobilization, natural disasters and wartime. The success of these critical HR systems within the Army HR community depends on the HRC IT Infrastructure Support Program. The historical staffing level for the firm fixed price portion of this effort is 60 full-time equivalents (FTEs).

Congress established the 2005 Base Relocation and Closure (BRAC) Commission to ensure the integrity of the base closure and realignment process. An outcome of this Commission is the relocation of the Army HRC to Ft Knox, KY. The Army anticipates that this relocation will occur during the period of performance of this Task Order. The Army estimates the planning phase to begin in FY2009, and the implementation to conclude in FY2011. This relocation encompasses the staggered move of three currently separate Army HRC locations in Alexandria, VA, St. Louis, MO and Indianapolis, IN to Ft Knox, KY. Under the Army's present planning, Ft Knox, KY is the designated BRAC location. However, the task order scope must cover other Continental United States (CONUS) locations in the event that the Army designates a destination other than Ft Knox, KY.

The move and setup of the new Army HRC location at Ft Knox will require contractor support at Ft Knox estimated to begin in calendar year 2009. The Army will require the contractor's flexibility in schedule with regard to the BRAC move, due to possible postponement or delays imposed upon the Army HRC by the Department of the Army.

The DoD level system the Defense Integrated Military Human Resources System (DIMHRS), now known as Integrated Personnel and Pay System – Army (IPPS-A), was expected to subsume 67 of 108 registered Army HR Systems. DIMHRS was scheduled to be fielded in October 2008, but has had an indefinite scheduled delay since March 2009. DIMHRS has now been pushed down to the various individual services and IPPS-A is being worked by the Army. IPPS-A will now not be fielded before the end of this task order. It was anticipated that DIMHRS would be at Initial Operating Capability (IOC) beginning in Option Year 2 (OY2) through OY3. However, now DIMHRS is not anticipated to be at IOC at any time during the Task Order period of performance. Therefore, DIHMRS will not subsume systems as expected and all Tasks in CLIN 4001 must maintain OY3 operating levels through OY4.

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C.2.1 AGENCY MISSION

The United States Army Human Resources Command (HRC) is at the center of the Army's initiative to mold military personnel functions into an improved structure, enabling efficient and effective management of Army active duty and Reserve Soldiers worldwide. The Army HRC focuses on the integration and coordination of military personnel systems to develop and optimize utilization of the Army's human resources in peacetime and in war. The Command performs all personnel management functions for the distribution, development, retention and transition of active-duty and Reserve Soldiers, mobilized Reserve component Soldiers and those on extended tours of active duty, temporary duty, or retired recalled to active duty.

C.2.2 CURRENT IT/NETWORK ENVIRONMENT

The Army HRC IT infrastructure includes computer hardware, software, network topologies, security and end user support. Relevant attachments describing the current HRC IT Infrastructure may be found in Section J and include the following:

- Attachment A – Existing Hardware Environment
- Attachment B – Computer Associates (CA) Product Inventory
- Attachment C – Infrastructure Software Inventory
- Attachment D – Infrastructure Tier Descriptions
- Attachment E – Infrastructure Hardware and Software Maintenance

C.3 SCOPE

The scope of this Task Order includes all IT and information management (IM) services required in support of the Army HRC enterprise in the following major task areas:

- **Program Management** – This includes the required program and project management actions such as project orientation, management reporting, performance metrics tracking and reporting, in progress reviews, monthly status reports, personnel management, presentations, and project financial analysis and reporting.
- **IT Infrastructure Services and Support** – Support the organization's IT related interoperable hardware and software, computers, applications, network, servers, desktops, databases, software, telecommunication facilities, interactive services, quality control and assurance, security, operations support, procedures, and documentation.
- **Enterprise Architecture and Planning** – Perform actions to assist the Army HRC with setting broad direction and specific goals for managing information and supporting delivery of IT services to customers.

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- **Computer Associates (CA) Enterprise Software Products, Upgrades and Maintenance** – Provide CA enterprise software products, required upgrades and required maintenance of these products as a complete integrated package (See Section J, Attachment B).
- **IT Infrastructure Hardware and Software Maintenance Renewals and Acquisitions** – Perform IT infrastructure life-cycle replacement acquisitions and hardware and software maintenance renewals.
- **Base Realignment and Closure (BRAC) Planning** – Provide support for the planning, execution and implementation of the Army HRC Enterprise IT architecture and infrastructure transition to Ft Knox, KY.

C.4 OBJECTIVE

The Army HRC's objectives for this Task Order to include the following: Provide ongoing support to the Army HRC community for the existing Army HRC enterprise IT architecture and infrastructure; improve interoperability; streamline IT personnel processes; and simplify data sharing with the Command's internal and external customers to achieve maximum customer satisfaction.

As the Army HRC continues to integrate and streamline its IT functions, it requires contractor support in architecture and infrastructure and interoperable enterprise platforms that meet current and future mission HR needs to include the following:

- Provide technical support services and/or supplies to the Army HRC community which includes the Active, Reserve, Guard, and SRDC components;
- Provide a world-class data center to manage, monitor, and maintain the Army personnel infrastructure necessary to operate personnel systems and applications and databases used by the Army Personnel community;
- Provide IT infrastructure services to include operations, help desk, data center, network, systems, security/information assurance, servers, mainframe, storage, database services, wireless, collaboration, and presentation devices for status of network and systems in support of the Army HRC enterprise;
- Develop and implement IT solutions and best practices to support the efficient and rapid deployment of IT system modifications, updates, system integration activities, migration and transformation strategies, and data center improvements;
- Provide responsive and cost-effective IT support solutions that can respond to customer requirements and challenges, to include day-to-day needs, rapid turnaround on problem resolution, support of emerging technologies, and support of Continuity of Operations (COOP) and business recovery strategies;

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- Provide proactive monitoring, management, and architecture support of the IT infrastructure, scalable to the growing demands of Army business, to deliver high performing services to users; and
- Continue to reduce total cost of ownership, improve the defense of the network and IT resources that reside on it, and support the emerging future force structures, key Network Centric Warfare (NCW) and Army Enterprise Infrastructure (AEI) concepts.

This is a Performance-Based Services Acquisition (PBSA). PBSAs focus on performance to quantitatively and qualitatively improve the value of the Government's technology investments over each system's life cycle. The performance requirements, standards and methods of measurement for this Task Order are located in the Performance Requirements Summary (PRS), located in Section J, Attachment G.

C.5 TASKS

The Contractor shall maintain current operating levels for Task 1, Task 2, Task 3 and Task 4 through Option Year 4.

C.5.1 Task 1 – PROGRAM MANAGEMENT

The contractor shall provide all necessary personnel, administrative, financial, and managerial resources necessary for the support of this Task Order. Program management support currently occurs at the Army HRC locations in Fort Knox KY.

The Performance Requirements (see Section J, Attachment G) that apply to Task 1 – Program Management are:

- PRS-1.0 Problem Acknowledgement and Resolution Plans
- PRS-1.1 Timely Delivery of MSRs
- PRS-1.2 Timely Delivery of Status Summary Reports
- PRS-1.3 Invoiced Item Error Rate
- PRS-1.4 Invoiced Error Resolution Time

STATUS SUMMARY REPORTS

The contractor Program Manager shall prepare brief written Status Summary Reports for select activities associated with high visibility work being performed under this Task Order. These Status Summary Reports shall include the specific project to be completed; resources to be used (personnel, funding and equipment); estimated timeline for completion and; identification and analysis of project risks.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

The Performance Requirement (see Section J, Attachment G) that applies to Subtask 1.3 – Status Summary Reports is:

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- PRS-1.2 Timely Delivery of Status Summary Reports

PROBLEM ACKNOWLEDGEMENT AND RESOLUTION PLANS

The contractor Program Manager shall be responsible for ensuring that problems that occur in all tasks, as defined in Section C, are acknowledged in a timely manner. The Program Manager shall provide Problem Acknowledgement and Resolution Plans, which contain both a written acknowledgement of reported problem(s) and plan(s) for their resolution.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

The Performance Requirement (see Section J, Attachment G) that applies to Subtask 1.4 – Problem Acknowledgement and Resolution Plans is:

- PRS-1.0 Problem Acknowledgement and Resolution Plans

MONTHLY STATUS REPORT

The contractor shall deliver Monthly Status Reports (MSR). These reports shall provide status of the current Task Order and provide Task Order accounting information. The MSR shall include, but is not limited to, the following elements:

- A summary of work performed by task area for the reporting period
- Milestones and updates against tasks/activities
- Progress toward open efforts
- Staffing and burn rate in accordance with the Task Order
- Travel costs
- Any significant variances in planned versus actual performance, with an explanation as needed.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

The Performance Requirement (see Section J, Attachment G) that applies to Subtask 1.5 – Monthly Status Report is:

- PRS-1.1 Timely Delivery of MSRs

MONTHLY STATUS MEETING AND AGENDA

The contractor Program Manager shall convene a Monthly Status Meeting with the Army HRC TPOC, the FEDSIM CO, FEDSIM COR, and other key Government stakeholders at a mutually agreeable time and place. The purpose of this meeting is to: Ensure all stakeholders are informed of the Monthly Status Report; provide opportunities for identification of other activities; establish priorities; and coordinate resolution of identified problems.

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The contractor shall prepare and deliver an agenda which addresses the following topics:

- Agenda/Task Review and Schedule/Action Items Past and Future
- Review by Task
- Schedule by Task
- Previous Month's Activities by task
- Planned Activities for next month by task
- Issues
- Actions required by Client Agency Representative or the COR
- Summary

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

MONTHLY PERFORMANCE REPORT

The performance requirements, standards and methods of measurement for this Task Order are located in the Performance Requirements Summary (PRS), located in Section J, Attachment G. The Program Manager shall prepare a Monthly Performance Report which addresses how the contractor met the Acceptable Quality Levels (AQL) for each Performance Requirement in the PRS during the month. This information will be used, in conjunction with feedback from Government personnel, to assess the contractor's performance.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

TRANSITION PLANNING

The contractor shall provide a Transition Plan describing its methodology for accomplishing a seamless transition from the incumbent to an incoming contractor and/or Government personnel at the expiration of this Task Order. The contractor's Transition Plan shall identify how the contractor will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

- Project management processes
- Points of contact
- Location of technical and project management documentation
- Status of ongoing technical initiatives
- Appropriate contractor to contractor coordination to ensure a seamless transition
- Transition of key personnel
- Schedules and milestones
- Risks and risk mitigation procedures during the transition period
- Methodology for ensuring that all hardware/software agreements entered into under this Task Order are transferable to the Government and/or to other contractors at the discretion of the Government

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- Establishment and maintenance of effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

C.5.1.1 Subtask 1.1 – PROGRAM MANAGEMENT PLAN

The contractor shall develop a Program Management Plan (PMP) for Government approval. Included in the PMP shall be the contractor's staffing plan, points of contact (POCs), timelines, general operating procedures, staff training policies, project monitoring and control, problem resolution and escalation procedures, work planning, and any additional information deemed relevant by the contractor.

The contractor shall schedule and coordinate a project initiation workshop to brief the Government on the PMP upon delivery of the initial version. The workshop agenda shall address a common understanding of communication ground rules, task requirements and objectives and all other critical aspects of the PMP. After the workshop, the contractor shall make any necessary updates to the revised PMP and then submit a final version to the Government for approval. Once approved, the contractor shall adhere to the procedures and timelines documented in the final PMP. The FEDSIM Contracting Officer's Representative (COR) and Army HRC Technical Point of Contact (TPOC) will approve all revisions to the PMP.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

C.5.1.2 Subtask 1.2 – PROGRAM QUALITY ASSURANCE

The contractor shall ensure that high quality service is maintained for all HRC IT Infrastructure Support Program services throughout the life of the Task Order, and that it employs methods for improving the overall quality of the program. Updates to the contractor's Quality Control Plan (QCP) shall include:

- The contractor's overall approach and procedures for meeting each of the Acceptable Quality Levels (AQL) within the Performance Requirements Summary (PRS), located in Section J, Attachment G, to include communicating with the Government, resolving deficiencies and identifying potential improvements;
- A description of the contractor's internal review process to include who will perform the review, the frequency, the method and a listing of services/products/capabilities under review;
- The benchmark metrics that will be used to evaluate internal program performance and identify improvement areas;
- The process for achieving the performance objectives of the PRS; and

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- The contractor's approach and procedures for handling corrective action, without dependence upon Government direction, and for implementing potential improvements to program services/products/capabilities.

The contractor shall conduct internal reviews of program performance. The contractor shall use the approach and benchmarks delineated in its QCP to assess its program performance, and its achievement of the performance objectives of the PRS, in the form of Program Performance Quality Evaluations.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

C.5.1.3 Subtask 1.3 – ACCOUNTING FOR CONTRACT SERVICES

The Office of the Assistant Secretary of the Army (Manpower & Reserve Affairs) operates and maintains a secure Army data collections site where the contractor shall report ALL contractor manpower (including subcontractor manpower) required for performance of this contract. The contractor is required to completely fill in all the information in the format using the following web address <https://Contractormanpower.army.pentagon.mil>. The required information includes:

1. Contracting Office, Contracting Officer, Contracting Officer's Representative
2. Contract number, including task and delivery order number
3. Beginning and ending dates covered by reporting period
4. Contractor name, address, phone number, e-mail address, identity of contractor employee entering data
5. Estimated direct labor hours (including subcontractors)
6. Estimated direct labor dollars paid this reporting period (including subcontractors)
7. Total payments (including subcontractors)
8. Predominant Federal Service Code (FSC) reflecting services provided by contractor (and separate predominant FSC for each subcontractor if different)
9. Estimated data collection costs
10. Organizational title associated with the Unit Identification Code (UIC) for the Army Requiring Activity (the Army requiring Activity is responsible for providing the contractor with its UIC for the purposes of reporting this information).
11. Locations where contractor and subcontractor perform the work (specified by zip code in the United States and nearest city, country, when in an overseas locations, using standardized nomenclature on website)
12. Presence of deployment or contingency contract language
13. Number of contractor and subcontractor employees deployed in theater this reporting period (by country).

Reporting period will be the period of performance, not to exceed 12 months ending September 30 of each Government fiscal year and must be reported by 31 October of each calendar year. Contractors may use XML data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a contractor's systems to the

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secure web site without the need for separate data entries for each required data element at the website. The specific formats for the XML direct transfer may be downloaded from the web.

C.5.2 Task 2 – IT INFRASTRUCTURE SERVICES AND SUPPORT

The contractor shall provide support services for the Army HRC IT infrastructure to include computer hardware, software, network topologies, security and end user support. Specific tasks to provide infrastructure services and support are defined in the subtasks that follow. All tasks will be conducted during business hours except where specified. Business hours of operation are Monday thru Friday, 8:00 a.m. to 5:00 p.m. local time. The Government will provide cell phones on an as required basis.

Maintenance on all Army HRC systems will consist of scheduled (regular) and unscheduled (emergency) maintenance. Regular scheduled maintenance will be conducted after business hours. Contractors who perform maintenance will have their hours adjusted during their normal pay period.

C.5.2.1 Subtask 2.1 – NETWORK MANAGEMENT

The contractor shall provide support to manage and monitor Army HRC network topologies (see Section J, Attachment A – Existing Hardware Environment), 24 hours a day, by 7 days a week, 365 days a year (24/7/365). The contractor shall provide on-site support Monday through Friday, 6:00 a.m. to 5:00 p.m. local time, and on-call support for all other hours and days outside of this timeframe. When on-call, the contractor may respond to and resolve issues telephonically or by remote access to HRC systems. If unable to resolve problems remotely, the contractor shall be required to resolve them on-site. Network management support currently occurs at the Army HRC locations in Alexandria, VA, St. Louis, MO and Fort Knox.

The contractor shall follow established Government policies, procedures, and standardized processes to provide day-to-day operational support and to protect the integrity and availability of network resources. The contractor shall provide Hardware/Network Configuration Diagrams. The Hardware/Network Configuration Diagrams shall include any modifications to the Hardware/Network Configuration. On a daily basis, the contractor shall:

- Manage and monitor hubs, switches, Data Service Unit (DSC)/ Channel Service Unit (CSU), multiplexers, routers and firewalls, to include performance management;
- Monitor Local Area Network (LAN), Wide Area Network (WAN), and link status;
- Manage network topology;
- Perform fault and configuration management;
- Perform vulnerability assessment;
- Perform intrusion detection/prevention, firewall and incident management;
- Troubleshoot network systems and escalate problems;
- Support Government personnel in monitoring electrical power distribution, Heating, Ventilation, Air Conditioning (HVAC), and management of physical space;

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- Provide cable plant support related to LAN, telephone, video riser, wire/communications closet, and user cabling;
- Manage Virtual Private Network (VPN), Public Key Infrastructure (PKI), encrypted cryptic connections and Virtual Local Area network (VLAN) to enhance network security and performance, where applicable;
- Support remote access, to include Virtual Private Network (VPN), dial-up, modem pools and laptop support;
- Support voice, data, video, and Internet communication services to include Voice Over Internet Protocol (VOIP) and Video over Internet Protocol (IP) services;
- Review Government and supplier bulletins and various other sources to identify and respond to emerging threats or vulnerabilities;
- Develop and maintain network diagrams and charts;
- Perform reconfiguration, monitoring, testing, troubleshooting and corrective actions for communications related problems;
- Monitor traffic, overhead, routing, performance and security issues in private and public networks;
- Maintain Terminal Server Access Controller System (TSACS) accounts;
- Provide statistical data via text/graphical reports on performance of the network infrastructure;
- Perform network Security Risk Assessments for network vulnerability;
- Support all Army IT security policies and systems accreditation;
- Complete and update documentation of standard operating procedures;
- Provide support to install, configure, and manage Web servers and to build firewalls to provide security around connections to the Internet and other networks. Includes protocol specification, implementation, and operation;
- Install, manage and troubleshoot tools and systems for spam and other content filtering; and
- Manage name resolution systems such as Domain Name Service (DNS), Windows Internet Name Service (WINS) and Transparent Network Substrate (TNS).

The deliverables for this task shall be the support and monitoring of Army HRC network hardware, software and infrastructure and Hardware/Network Configuration Diagrams. A description of ongoing work, work accomplished for the reporting period, work planned for the next reporting period, problems encountered and what was/is required to solve the problems shall be reported in the MSR. The Hardware/Network Configuration Diagrams shall include any modifications to the Hardware/Network Configuration.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

The Performance Requirement (see Section J, Attachment G) that applies to Subtask 2.1 – Network Management is:

- PRS-2.1 Timely Delivery of Hardware/Network Configuration Diagrams

C.5.2.2 Subtask 2.2 – SYSTEM ADMINISTRATION

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The contractor shall install, configure, and maintain operating systems and related products for mainframe, client/server, and Web/Open systems administration, 24 hours a day, by 7 days a week, 365 days a year (24/7/365). The contractor shall provide on-site support Monday through Friday, 6:00 a.m. to 5:00 p.m. local time, and on-call support for all other hours and days outside of this timeframe. When on-call, the contractor may respond to and resolve issues telephonically or by remote access to HRC systems. If unable to resolve problems remotely, the contractor shall be required to resolve them on-site. System administration support currently occurs at the Army HRC locations in Alexandria, VA, St. Louis, MO and Fort Knox. The contractor shall provide support for all aspects of systems administration to include:

- Install and configure operating systems;
- Monitor and manage fault;
- Install and manage service packs and patches;
- Monitor currency of license agreements;
- Maintain system services;
- Manage Army HRC domain policies and security;
- Resolve operating system problems;
- Manage user accounts;
- Define printer and peripheral devices;
- Maintain file services;
- Manage naming standards;
- Manage application environment;
- Manage server performance and tuning;
- Manage centralized configuration;
- Provide capacity planning and reporting;
- Manage storage administration;
- Support the annual verification of data owners, authorized submitters and logon IDs, existing level of privileges, and system security configuration;
- Update virus detection software and related signature files on servers to manage removal of malicious code;
- Review Government and supplier bulletins and various other sources, such as Information Assurance Vulnerability Alerts (IAVA), to identify and respond to emerging threats or vulnerabilities;
- Maintain a Diagram of Environment Interfaces and make a Record of System Parameters unique and integral to the site;
- Document the procedures for the testing and installation of new software products;
- Install, configure and test new software products;
- Program, test, document and implement support for systems being transitioned; and
- Analyze new requirements, identify impacts on and risks to the current environment, and provide a requirements analysis and an estimate of the resources required for completion of work.

The deliverable for this task shall be the administration, installation, configuration and maintenance of the Army HRC's mainframe, client server and Web/Open systems environment. A description of the work, work accomplished for the reporting period, work

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planned for the next reporting period, problems encountered and what was/is required to solve the problems shall be reported in the MSR.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

C.5.2.3 Subtask 2.3 – OPERATIONS SERVICES AND SUPPORT

The contractor shall provide on-site operations services and support for the Army HRC mainframe, client/server and production management activities, 24 hours a day, by 7 days a week, 365 days a year (24/7/365). All support shall be provided on-site. Operations services support currently occurs at the Army HRC location in Fort Knox. Operations support consists of those activities requiring physical hands-on support. This includes monitoring workflow and system performance, using master consoles and other diagnostic tools. Operations support includes execution of tasks such as batch-oriented procedures, job-control, printing reports, and backup-restore operations. The contractor shall perform the following operational tasks:

- Monitor system consoles in the computer data center and mainframe production management area;
- Respond to all system failures at time of failure and work with support teams or vendors to minimize downtime;
- Operate peripheral equipment such as printers, tape drives, silos, Virtual Tape Systems (VTS), and microfiche. The operation of these devices includes device initialization, operation, monitoring, routine cleaning, troubleshooting, and vendor maintenance coordination;
- Maintain input/output priorities for timely output distribution;
- Perform periodic inventories of supplies (such as CDs, tapes, and cleaning supplies) required for operations support and deliver a list to the Government of those which need to be replenished. The contractor shall allow for Government procurement and vendor delivery so as not to run out of those supplies;
- Provide host system resource management and coordination and monitor online availability; This includes monitoring parameters for critical systems, Operating System (OS) thresholds, Central Processing Unit (CPU)/memory usage and error logs;
- Provide tool-based issue tracking and resolution for problems;
- Maintain shift log of notable activities (identify any recurring trends in the MSR); and
- Provide centralized administration of the operations network.

The deliverable for this task shall be computer operations services support for the Army HRC's mainframe, client/server and production activities. A description of ongoing work, work accomplished for the reporting period, work planned for the next reporting period, problems encountered and what was/is required to solve the problems shall be reported in the MSR.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

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The Performance Requirement (see Section J, Attachment G) that applies to Subtask 2.3 – Operations Services and Support is:

- PRS-2.2 Notification and Coordination of Scheduled Downtime

C.5.2.4 Subtask 2.4 – PRODUCTION CONTROL SERVICES AND SUPPORT

The contractor shall coordinate job scheduling and activities associated with the production workload, 24 hours a day, by 7 days a week, 365 days a year (24/7/365). All support shall be provided on-site, except when a Government closure occurs. In this event, the contractor may provide support remotely. Production control services support currently occurs at the Army HRC location in Fort Knox. There are approximately 18,600 production jobs per month. This shall include tracking batch jobs and started tasks that are submitted manually, or within an automated scheduling tool, such as Computer Associates-7 (CA-7). The contractor shall provide support in all aspects of production control to include:

- Manage workload sequencing to prevent jobs from being executed before the successful completion of input tasks and job dependencies are satisfied;
- Coordinate job definition, submit and monitor jobs through automated scheduling tools and monitor job executions;
- Manage abnormally terminated and/or suspended jobs and advise of any job restarts, recovery procedures, or restart protocols followed;
- Review submissions, coordinate the scheduling of individual jobs through an automated scheduling tool with specified programmers, assist in building the schedule, monitor production schedules, manage the batch and online environments and problem resolution;
- Stage production run requests according to procedures and program dependencies listed in system documentation, and ensure the security and integrity of production data;
- Review, analyze and report errors and/or abnormal ends (ABEND) of production runs to determine the cause and how to resolve production run problems;
- Interact with various directorates and teams to identify, outline and run special requests for processing;
- Accommodate special cycle considerations to the batch and online environments by modifying job control language or system parameters to bypass production problems and complete production runs;
- Log production runs, problems, resolutions, and complete trouble reports, as applicable; and
- Monitor production standards and procedures and recommend improvements.

The deliverable for this task shall be the coordination of jobs scheduling and associated workload activities. The contractor shall provide Production Control Services and Support ABEND Reports as part of the MSR. A description of ongoing work, work accomplished for the reporting period, work planned for the next reporting period, problems encountered and what was/is required to solve the problems shall be reported in the MSR.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

C.5.2.5 Subtask 2.5 – ENTERPRISE BACKUPS AND SUPPORT

The contractor shall provide backup and recovery operations, alerts, reports, and troubleshooting technologies, for the mainframe and Open Systems servers. Enterprise backup support currently occurs at the Army HRC locations in Fort Knox. The contractor shall provide this support Monday through Friday, 8:00 a.m. to 5:00 p.m. local time, with the exception of daily system backups. The contractor shall perform daily system backups, seven (7) days a week, beginning at 9:00 pm and running until approximately 12:30 am local time, excluding holidays. The contractor shall support enterprise backups to include the following tasks:

- Schedule backup jobs;
- Perform backups of the data image on supported servers according to the backup schedules;
- Restore systems, database (DB), OS, user, shared, and other files based on the restore procedures;
- Manage data for state that allows data to be backed up;
- Perform tape rotation which includes packaging tapes for off-site storage;
- Encrypt data, when storing information, to ensure protection of data should a tape be lost or stolen;
- Define access control based on assigned rights and use pre-defined roles or create unique roles to ensure only authorized users have access to certain capabilities within the backup system;
- Monitor performance and bandwidth consumption to determine changes necessary to improve backup or restore processes;
- Perform restarts of failed backups or recovery jobs, suspend jobs or resume jobs, as necessary, within the automated enterprise backup software tool;
- Provide reports on tape utilization, drive configuration, and transaction and error logs;
- Perform media management functions to centralize media and device databases and improve scalability;
- Operate peripheral equipment such as tape drives, silos, and VTS; the operation of these devices includes device initialization, operation, monitoring, routine cleaning, troubleshooting, and vendor maintenance coordination;
- Perform COOP backups and ensure procedures are in place to recover systems and data from backups in the event of a disaster; and
- Update existing COOP procedures.

The deliverables for this task shall be reports on tape utilization, drive configuration, and transaction and error logs. The reports on tape utilization shall include tape rotation and performance of off-site tape storage activity. The reports on drive configuration shall include restoration of systems, DB, OS, user, shared and other files based on the restore procedures. Transaction and error logs shall include performance and bandwidth consumption, data encryption options, and restarts of failed backups or recovery jobs.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

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The Performance Requirement (see Section J, Attachment G) that applies to Subtask 2.5 – Enterprise Backups and Support is:

- PRS-2.2 Notification and Coordination of Scheduled Downtime

C.5.2.6 Subtask 2.6 – AREA CONTROL CENTER/DEFENSE MESSAGING SYSTEMS (DELETED)

C.5.2.7 Subtask 2.7 – DATABASE ADMINISTRATION

The contractor shall provide support in managing the Army HRC's institutional data in order to provide reliable, accurate, secure and accessible data to meet strategic and management needs at all levels of the enterprise, Monday through Friday, 8:00 a.m. to 5:00 p.m. local time. Database administration support currently occurs at the Army HRC location in Fort Knox. The contractor shall:

- Conduct database backup and restoration;
- Manage database space, capacity planning, and performance tuning functions;
- Perform consistency checks, archiving; develop/maintain indexing and retrieval functionality; resolve replication issues and; manage database sizing/space management functions;
- Monitor database software to verify support of any applicable service levels;
- Coordinate database software upgrades with the use of related systems software, applications software, toolsets and network operating systems to verify appropriate compatibility, integration and cross-functional usage;
- Perform partition maintenance and file system cleanups;
- Install upgrades and patches; manage user accounts;
- Perform data conversions, data loads, schema analyses, index rebuilds, database migrations, and other functions related to database administration;
- Diagnose database performance issues and performance tuning;
- Document systems in accordance with established Army HRC practices;
- Manage technology transfer for database administration; and
- Perform data transformation services, in particular transforming data in CA-DATACOM databases to Oracle to IBM DB2 in anticipation of DIMHRS or a DIMHRS alternative.

The deliverables for this task shall be database administration support and System Documentation. A description of work in progress, work accomplished for the reporting period, work planned for the next reporting period, problems encountered and what was/is required to solve the problems shall be reported in the MSR.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

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C.5.2.8 Subtask 2.8 – APPLICATIONS MANAGEMENT AND SUPPORT

The contractor shall manage and support Army HRC applications software, Monday through Friday, 8:00 a.m. to 5:00 p.m. local time. Applications management support currently occurs at the Army HRC locations in Fort Knox. This includes, but is not limited to the CA products specified in the Computer Associates (CA) Product Inventory found in Section J, Attachment B, and the applications software and databases specified in the Infrastructure Software Inventory located in Section J, Attachment C. All of the products and software listed in Attachments B and C, as well as future upgrades, must be supported.

This support includes the installation of Army HRC-furnished commercial applications software, troubleshooting upgrades and modifications, furnishing technical advice, tracking software releases, conducting user training, and implementing backup and restore technologies. The contractor shall:

- Utilize automated tools to correct faults, defects or omissions in previously developed applications;
- Perform corrective maintenance to rectify non-compliance with specifications on production components;
- Perform preventive maintenance on applications to ensure application continuity;
- Support software customization against the databases to include analyzing source code, compiling applications, debugging applications, regression testing, and data translation activities;
- Ensure application compliance with changes to all Army IT security regulations and policies;
- Provide support for Host Access Transformation Services (HATS); and
- Provide support for IBM WebSphere software and the Enterprise Service Bus (ESB), and develop strategy and plan for user training, then conduct training in accordance with the Government approved strategy and plan

The deliverables for this task shall be User Training Strategies and Plans; conducting user and training and providing user support on any software enhancements; and the testing and implementation of third party application software. A description of work in progress, work accomplished for the reporting period, work planned for the next reporting period, problems encountered and what was/is required to solve the problems shall be reported in the MSR.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

C.5.2.9 Subtask 2.9 – ELECTRONIC MESSAGING SYSTEMS (MAIL) AND MOBILE COMPUTING SERVICES

The contractor shall support the deployment and administration of electronic mail programs (i.e., Microsoft (MS) Outlook and MS Exchange) across the Army HRC enterprise, Monday through Friday, 8:00 a.m. to 5:00 p.m. local time. Electronic mail and mobile computing services support currently occurs at the Army HRC locations in Fort Knox. Support shall include software upgrades, performance management and reconfiguration for internal and external email

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for desktops, as well as handheld and mobile computing services. The contractor shall support the:

- Setup and maintain post offices and mailboxes;
- Provide server administration of electronic mail systems;
- Perform day-to-day user access changes in a secure environment to protect the integrity of messaging data, while allowing authorized users access email privileges;
- Monitor permissions, such as access to individual mailboxes, distribution lists, and other services provided by the messaging server in accordance with all Army IT security policies;
- Audit and remove inactive accounts based on Army HRC security policy;
- Support remote, mobile and associated hardware and software remote client access, backup and restores, Simple Mail Transfer Protocol (SMTP) capabilities, and integration with Army Knowledge Online (AKO) and Common Access Card (CAC) technologies;
- Provide assistance with synchronization of data between personal digital assistants (PDA) and mobile computing server infrastructure; provide prompt resolution to problems associated with mobile computing devices and mobile computing infrastructure;
- Provide a secure common interface for data transfers, protecting Army information through sign-on authentication and data encryption, when necessary;
- Provide expertise in clustered server environments key to supporting the mail systems;
- Implement and integrate an enterprise fax solution allowing users to send and receive faxes from their desktop using the electronic mail system; and
- Employ a centralized administration methodology for enterprise messaging systems to deploy access options for mobile users, integrate Internet messaging, and implant virus protection and content management strategies to protect messaging data and systems.

The deliverable for this task shall be support for deployment and administration of electronic mail programs across the Army HRC enterprise. A description of work in progress, work accomplished for the reporting period, work planned for the next reporting period, problems encountered and what was/is required to solve the problems shall be reported in the MSR. All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

C.5.2.10 Subtask 2.10 – CENTRALIZED CALL CENTER

The contractor shall staff the Army HRC Call Center, Monday through Friday, 5:00 a.m. to 11:00 p.m. local time. Centralized Call Center support currently occurs at the Army HRC location in Fort Knox, KY. The contractor shall, through Government-provided intelligence based tools, track, monitor, and score problems, and rate solutions for future retrieval and use. If Call Center personnel cannot resolve problems utilizing the documentation knowledge base, they shall escalate through upper level support tiers to include Distributed Information Systems personnel, Desktop Management/End User Support, and/or the Help Desk. Contractor support to the Call Center shall include, but is not limited to the following:

- Support end users with any automation problems or requirements and serve as the central focal point for all end users; user problems requiring support may include but are not limited to computers, printers, scanners, applications software available on the Army HRC network;

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telecommunications, the Internet, MS Windows, MS Exchange and other resources available on the MS Windows NT client/server network;

- Develop and implement intelligence based information repositories and tool sets to support the storage and retrieval of troubleshooting procedures and applicable documentation;
- Notify the appropriate point of contact or administrator of identified point(s) of failure in the LAN infrastructure;
- Log calls, requests, or failures into the Government selected database system;
- Respond to problems within four (4) hours after they are reported;
- Support general database queries and provide management with periodic reports;
- Support the Call Center during business hours of operation. The hours of service may change to fit the Army HRC's mission needs;
- Provide first line support to the world-wide user community of Army HRC equipment and systems;
- Generate trouble tickets, using Remedy, if unable to resolve customer problems;
- Initiate calls and interface with vendors for items under warranty contract and other maintenance contract items to expedite problem resolutions;
- Perform user problem follow-up on all warranty repaired items and random follow-up on problems resolved by in-house Army HRC technical teams;
- Perform system checks to ensure operational status of servers or equipment;
- Support the reengineering, planning and implementation of an updated Central Call Center system for customer support services;
- Analyze trouble tickets to identify trends, issues and preventive measures to decrease future calls; and
- Perform troubleshooting on client/server and web-based application software, once provided the guidelines by the Army HRC personnel knowledgeable of the particular systems.

The deliverables for this task shall be support for the Centralized Call Center, and Problem Recording, Tracking and Resolution Reports. Statistics for call center problem tracking and resolution, and analysis of trouble ticket trends, issues and preventive measures shall be reported in the MSR.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

The Performance Requirements (see Section J, Attachment G) that apply to Subtask 2.10–Centralized Call Center is:

- PRS-2.3 Problem Response
- PRS-2.4 Delivery of Problem Recording, Tracking and Resolution Reports

C.5.2.11 Subtask 2.11 – DISTRIBUTED INFORMATION SYSTEMS

As the Army HRC continues to move towards connecting users and resources in a transparent, open, and scalable way, there will be more emphasis on Web Services and other Distributed Information Systems (DIS) across the Army HRC enterprise, Monday through Friday, 8:00 a.m.

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to 5:00 p.m. local time. Distributed information systems support currently occurs at the Army HRC location in Fort Knox, KY. The contractor shall:

- Analyze computer performance and control (capacity planning) using Government-furnished performance management tools;
- Provide evaluation of overall distributed systems performance by compiling real-time and historical system information;
- Support service request management, to include maintaining the customer interface that collects user requirements and coordinates customer changes. This functionality includes all tiers and customer provided service areas within the enterprise;
- Customize ad hoc query tools and create additional management reporting capabilities;
- Provide and maintain the customer interface that tracks and manages business and IT asset investments from cradle to grave. This includes implementation of user requirements and coordination of customer changes;
- Provide and maintain the customer interface that initiates, tracks, and manages user access to network resources and applications, across multiple platforms, for future integration into the asset management system;
- Serve as system or server administrator in an environment which includes: MS Windows Operating Systems, MS Active Directory, Enterprise Directory Services, MS Exchange, Remedy, MS Systems Management Server (SMS), Structured Query Language (SQL), client/server environments, web and portal technologies;
- Develop and sustain server and PC-based data quality tools and software from verbal/written specifications, Engineering Change Proposals (ECP) and/or problem reports for the purpose of automating data quality initiatives;
- Analyze new requirements and provide the Government an estimate of the resources required for work completion. In the case of an enhancement, develop a preliminary design along with the resource estimate;
- Provide System Administrator support for the day-to-day operation and sustainment of the Army HRC's domains and distributed environment to ensure common standards in conformance with HQDA and all Army IT security policies;
- Serve as technical advisors and members of working groups or configuration and control boards in support of Army HRC projects;
- Install operating system software media, Commercial Off the Shelf (COTS) applications, client and/or server software and monitor applicable licensing use;
- Monitor Army Gold Master (AGM) contents and its impact on the standard Army HRC desktop; and
- Assemble the Army HRC standard loaders and images for installation on Army HRC desktops.

The deliverables for this task shall be support for the Army HRC's web services and distributed information systems, and Resource Estimates and Preliminary Designs. A description of the work in progress, work accomplished for the reporting period, work planned for the next reporting period, problems encountered and what was/is required to solve the problems shall be reported in the MSR.

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All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

C.5.2.12 Subtask 2.12 – DESKTOP MANAGEMENT AND END USER SUPPORT SERVICES

The contractor shall provide support for desktop management and end users, Monday through Friday, 8:00 a.m. to 5:00 p.m. local time. Desktop management and end user support currently occurs at the Army HRC location in Fort Knox, KY. The contractor shall:

- Provide technical support to customers seeking advice, assistance and/or training related to their personal IT workspace. This includes desktop workstations, laptop computers, scanners, printers, software, and other peripherals;
- Integrate desktop and remote client capabilities based on Army standard products and tools;
- Support equipment technology refreshes and technology lifecycle management by assisting with deployment of updated hardware and software; and
- Support technical diagnosis and repair of defective desktops, printers, LAN devices, and other desktop peripherals;

The deliverables for this task shall be desktop management and end user support. A description of the work in progress, work accomplished for the reporting period, work planned for the next reporting period, problems encountered and what was/is required to solve the problems shall be reported in the MSR.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

C.5.2.13 Subtask 2.13 – HELP DESK SUPPORT

The contractor shall provide support for help desk functions to include problem identification, escalation, resolution, and tracking, Monday through Friday, 8:00 a.m. to 5:00 p.m. local time. The help desks are currently physically located in Fort Knox, KY. The contractor shall:

- Document receipt of all calls and requests in the Government approved tracking system, log details of the situation, and determine the severity of the problem;
- Furnish users with routine information, such as how to locate a menu for a specific function, or how to perform a specific function;
- Dispatch or route problems to appropriate resource and continue to track issues/problems through resolution;
- Provide support to the Army HRC's remote customers;
- Support user calls for issues related to Army HRC's information technology environment;
- Provide information on the status of systems;
- Contact vendors for items under warranty contract, and other maintenance contract items, to expedite problem resolutions;
- Perform system checks to ensure operational status of servers or equipment; and

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- Provide corrective actions during failures; and
- Analyze trouble tickets to determine trends, issues and preventive measures, and document findings in Trouble Ticket Analysis Reports.

The deliverables for this task shall be help desk support and Trouble Ticket Analysis Reports. A description of work in progress, work accomplished for the reporting period, work planned for the next reporting period, problems encountered and what was/is required to solve the problems shall be reported in the MSR.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

C.5.2.14 Subtask 2.14 – SECURITY AND INFORMATION ASSURANCE

The contractor shall support physical and data security requirements and best practices for their implementation and management, Monday through Friday, 8:00 a.m. to 5:00 p.m. local time. Security and information assurance support currently occurs at the Army HRC locations in Fort Knox, KY. Processes and procedures shall be followed to prohibit any unauthorized access of computers, data, and restricted work areas. The contractor shall install and monitor software for detection of computer viruses or malicious code. The contractor shall follow all Department of Defense (DOD) and Army IT security and information assurance policies and directives. The contractor shall work with the Information Assurance Security Officer (IASO) and Physical Security Office to follow established guidelines for incident reporting and escalation. Contractor tasking in this area shall include, but is not limited to:

- Provide vulnerability assessments;
- Provide Information Assurance Vulnerability Alerts (IAVA);
- Manage intrusion detection, firewall and incidents;
- Recommend information and/or physical security systems, policies and procedures to increase integrity and safeguard Army HRC assets;
- Recommend automated tools to identify and neutralize threats to information systems and users;
- Conduct periodic internal audits and reviews of policies and procedures;
- Develop and document processes, procedures, and response teams to deal with breaches of security and escalation of information through the Government organization;
- Update virus detection software and related signature files on servers to ensure removal of malicious code;
- Produce incident reports which describe the intrusion incident that occurred, the solution(s) identified by the contractor, and recommendations for incident management and prevention of future incidents; and
- Review Government and supplier bulletins and various other IAVA sources to identify and respond to emerging threats or vulnerabilities.

The deliverables for this task shall be support for physical and data security for the Army HRC's enterprise architecture and Incident Reports. A description of work in progress, work accomplished for the reporting period, work planned for the next reporting period, problems

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encountered, what was/is required to solve the problems and security incident statistics shall be reported in the MSR.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

The Performance Requirement (see Section J, Attachment G) that applies to Subtask 2.14 – Security and Information Assurance is:

- PRS-2.5 Delivery of Incident Reports

C.5.2.15 Subtask 2.15 – CONTINUITY OF OPERATIONS (COOP) AND DISASTER RECOVERY (DR) SUPPORT SERVICES

The contractor shall support developing and implementing a comprehensive and effective Business Continuity Program that appropriately addresses various emergencies or events which may cause a disruption of mission critical functions. The contractor shall provide this support Monday through Friday, 8:00 a.m. to 5:00 p.m. local time. COOP and DR support currently occurs at the Army HRC locations in Fort Knox, KY. This task includes updates to existing, detailed DR plans and COOP procedures for the Army HRC locations in Fort Knox, KY to include high availability fail-over solutions, and identification of the key personnel required to deploy during an actual disaster. Activities under this task may require rotating on-call status and temporary relocation to an alternate site for key personnel. Additional functions shall include:

- Update standard operating procedures and scripts to be used as part of the disaster recovery plan;
- Participate in tactical and table top exercises with the Government COOP Coordinator;
- Develop and maintain points of contact lists, Emergency Contact Lists and procedures for contractor personnel accountability;
- Develop logistical and administrative procedures/information for notifying personnel during a COOP test and/or actual event;
- Develop procedures for ensuring resources are onsite or at a designated location during a COOP test and/or actual event;
- Support development of detailed recovery plans for applications, operating environment, and telecommunications; and
- Support development of alternate solutions for improving COOP processes and procedures utilizing Government-owned-Government-operated/commercial facilities.

The deliverables for this task shall be Emergency Contact Lists, DR Plans, and COOP procedures which include all procedures identified above for the Army HRC locations in Alexandria, VA and St. Louis, MO. Emergency Contact Lists shall include identification of the key contractor personnel required to deploy during an actual disaster.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

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C.5.2.16 Subtask 2.16 – QUALITY ASSURANCE AND CONTROL

The contractor shall support establishing objectives and responsibilities for assuring adherence to standards for quality products and services. The contractor shall provide this support Monday through Friday, 8:00 a.m. to 5:00 p.m. local time. Quality assurance and control support currently occurs at the Army HRC location in Fort Knox, KY. The contractor shall:

- Support the development of procedures and/or guidelines for reviewing, auditing, testing and installing third-party products;
- Support the development of test scripts and test scenarios to identify possible errors which may impact the production environment;
- Test and evaluate products, tools, applications and system software on various platforms and in multiple environments;
- Coordinate, facilitate and conduct peer reviews for product, application or system installations; and
- Document and track identified problems, recommend corrective action, and conduct related reviews with the responsible team.

The deliverables for this shall be the Systems Acceptance Tests and Product Systems Evaluations. All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

C.5.3 Task 3 – ENTERPRISE ARCHITECTURE PLANNING

The contractor shall provide Enterprise Architecture planning services supporting Army HRC compliance with the DOD Business Enterprise Architecture (BEA), the DOD Business Management Modernization Program (BMMP), the Clinger-Cohen Act, and all requirements and levels set forth by Office of Management and Budget (OMB) Circular A-130, revised November 2000. Enterprise Architecture Planning support currently occurs at the Army HRC location in Alexandria, VA. The contractor shall provide this support Monday through Friday, 8:00 a.m. to 5:00 p.m. local time. The contractor shall:

- Update the “As Is”, “Transitional”, and “To Be” enterprise architectures with HRC-approved changes to the architectures;
- Support Army HRC in developing governance frameworks and procedures related to the implementation of an enterprise architecture;
- Coordinate to ensure consistent use of practices, procedures and implementation tools;
- Incorporate the enterprise architecture needs and requirements of the Army’s Active, Guard, and Reserve Components; and
- Incorporate DOD, Army, HRC, G6 and G6/CIO guidance, mandates and regulations into the Army HRC Enterprise Architecture.

The deliverable for this task shall be updates to the existing Enterprise Architecture Plan that includes the “As Is”, “Transitional”, and “To Be” enterprise architectures.

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All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

C.5.4 Task 4 – COMPUTER ASSOCIATES (CA) ENTERPRISE SOFTWARE PRODUCTS, UPGRADES AND MAINTENANCE

The Army HRC requires total turn-key IT support of their existing and future hardware and software systems, Monday through Friday, 8:00 a.m. to 5:00 p.m. local time. This support currently occurs at the Army HRC location in Fort Knox, KY. A significant portion of the current software support is obtained by contractor-provided software as listed in the Computer Associates (CA) Product Inventory located in Section J, Attachment B. The contractor shall provide total turn-key software solutions and support to the Army HRC by providing a seamless, transparent solution, with no interruption in service, for all CA software licenses listed in Attachment B. The contractor shall provide support, maintenance and upgrades of the software listed in Attachment B. This list in Attachment B may be augmented and revised as necessary during the performance of this effort. These CA enterprise software products must be compatible with Army HRC's current enterprise architecture and enterprise software environment as listed in Attachment B.

The contractor shall conduct an inventory of the CA enterprise software products on a quarterly basis. The resulting inventory list, and any changes that occurred during the reporting period, shall be recorded and reported to the Government. The contractor shall:

- Install, configure, maintain, troubleshoot, and provide customer support and vendor liaison for new and current CA software products as listed in Section J, Attachment B; and
- Maintain title/license of the CA enterprise software products, which will not be transferred to the Government, except in those circumstances where the Government has previously or subsequently purchased the products.

The deliverables for this task shall be a CA Software Inventory Update and ongoing CA enterprise software product introductions, upgrades and maintenance. The CA Software Inventory Update shall include software product name, system, operating system, quantity, version/release, and license, for each item listed. A description of work in progress, work accomplished for the reporting period, work planned for the next reporting period, problems encountered and what was/is required to solve the problems shall be reported in the MSR.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

C.5.5 Task 5 – HRC IT INFRASTRUCTURE HARDWARE AND SOFTWARE MAINTENANCE RENEWALS AND ACQUISITIONS (OPTIONAL)

The Army HRC IT Infrastructure Support Program is supported by non-CA software products. These software products are supported through third-party vendor maintenance and license agreements. The Army HRC anticipates that during Option Periods 3 and 4, it will require

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support for its IT infrastructure life-cycle replacement acquisitions and hardware and software maintenance renewals. The Infrastructure Hardware and Software Maintenance, located in Section J, Attachment E, lists currently supported items. The Army HRC will update or revalidate this list before the Government exercises this optional CLIN. The Government will provide the contractor the updated, proposed physical hardware and software bill of materials (BOM), as Attachment E. The contractor shall conduct best-value acquisitions of IT infrastructure hardware and software, as well as maintenance agreements for stated equipment, supporting the Army HRC community. The contractor shall provide electronic copies of the reports and documents described below to the Army HRC TPOC and the FEDSIM COR. The contractor shall:

- Provide the FEDSIM COR with written notice of intent to renew hardware and software maintenance agreements no less than 90 calendar days prior to renewal date. The contractor shall not proceed with maintenance agreements or renewals without written authorization and approval from the FEDSIM COR;
- Submit electronic copies of all Consent to Purchase (CTP) requests (see Section J, Attachment H) to the FEDSIM COR for approval, within 20 calendar days of issuance of Government's request. The contractor shall not proceed with the purchase request until it receives written authorization and approval from the FEDSIM COR;
- Complete all purchase orders within 30 calendar days of Government request and approval;
- Provide the FEDSIM COR with electronic copies of all purchase orders within 30 calendar days of award;
- Complete all maintenance agreement and license renewal purchases within 30 calendar days of Government request; and
- Provide the FEDSIM COR with copies of purchase order documents and hardware/software maintenance agreements and license renewals.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

The Performance Requirements (see Section J, Attachment G) that apply to Task 5 – HRC IT Infrastructure Hardware and Software Maintenance Renewals and Acquisitions are:

- PRS-2.6 Notice of Intent to Renew Hardware and Software Maintenance Agreements
- PRS-2.7 Delivery of Consent to Purchase Documents
- PRS-2.8 Delivery of Purchase Order Documents and Hardware/Software Maintenance Agreements and License Renewals
- PRS-2.9 Purchase of Hardware and Software Maintenance Renewals and Acquisitions

C.5.6 Task 6 – TRANSITION SUPPORT (OPTIONAL)

The contractor shall provide transition support services to facilitate an orderly and seamless transition from the incumbent to an incoming contractor, before the expiration of this Task Order. The Government anticipates that the support for the transition period would be required during the last 30 calendar days of the period of performance for this Task Order.

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The contractor shall identify and provide support services coordinated with the incoming contractor personnel, and/or Government personnel, to transfer knowledge and total system support requirements as they are identified and being performed in the Performance Work Statement. During the transition period, the contractor shall convene weekly status meetings in order to maintain effective communication with the incoming contractor and Government personnel.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

C.5.7 Task 7 – BASE REALIGNMENT AND CLOSURE (BRAC) PLANNING (OPTIONAL)

The Government anticipates that, during the period of performance of this Task Order, the Army HRC will initiate relocation efforts to Ft Knox, KY. The Government requires contractor support in the planning through execution phases of the Command's relocation to Ft Knox. This support aligns with the BRAC directive to consolidate the Army HRC locations in Alexandria, VA; St. Louis, MO; and Indianapolis, IN and relocate to Ft Knox. The Army HRC anticipates that performance of this task will require contractor support at all of these Army HRC locations and at Ft Knox. Upon exercise of this optional CLIN, the contractor shall furnish BRAC planning services to support the Army HRC in migrating and/or relocating its applications and systems, and in setting up the new IT infrastructure. During performance of this task, the contractor will continue to provide support to the existing HRC IT Infrastructure Support Program, as defined in paragraphs C.5.2 through C.5.6, and as the transition plans and the coordinated execution thereof require.

C.5.7.1 Subtask 7.1 – IT ARCHITECTURE TRANSITION PLAN (OPTIONAL)

The contractor shall provide support to the Army HRC with setting both broad direction and specific goals for the planning and implementation of the IT infrastructure at Ft Knox. The architectural strategy and transformation assessment will identify the current systems and infrastructure and the transition and consolidation plans for the movement of the three AHRC datacenters into the Fort Knox, KY datacenter. The contractor shall develop an IT Architecture Transition Plan to include the following:

- Review and validation of existing Server Infrastructure (documented Present Mode of Operations) – document the “as-is” server environments (component level) within the three AHRC datacenters, identify servers by mission category (critical, essential, support) and migration method (hot failover, COOP style recovery with warm staged data, tape recovery with “pack and ship”)
- Create a Master Inventory list of the “in-scope” migration servers – identify all servers and server components within the three AHRC datacenters, identify all assets that will be life cycle replaced and those that will be shipped
- Develop a reference Architecture for Virtual and non-virtual Target environments (document Future Mode of Operations) – identify servers and applications that can be redeployed in a virtual or clustered server environment

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- Conduct a server assessment with final consolidation opportunity matrices and associated Source to Targets. – develop matrices to identify and describe consolidation of servers and applications
- Develop a preliminary Bill of Materials for each reference architecture element. – provide a component level list for each server
- Conduct an assessment of the WAN and LAN capacity plan required to support the future state
 - WAN analysis of data traffic flow to determine impact of moving workloads to different and by each security zone
 - LAN analysis aligned to the findings of the workload placement assessment, including proposed configurations by each data center and by each security zone
- Prepare an estimate of storage requirements and data migration strategy
- Develop a phased migration timeline and scope
- Detailed plan by site to move infrastructure to Fort Knox, KY and/or an APC
- Develop a backup and continuous operations plan while moving

The Army HRC anticipates that this plan may require revision and update as additional BRAC policy and guidance is received from the Department of the Army.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

C.5.7.2 Subtask 7.2 – SITE SPECIFIC TRANSITION INSTALLATION PLAN (OPTIONAL)

The contractor shall develop a Site Specific Transition Installation Plan for consolidating the three AHRC datacenters at Ft Knox, KY. The plan shall include a transition installation plan and documentation for the Ft Knox DataCenter/Network Operating Center (NOC) and Telecomm closets (2 per floor per building). This site specific plan for the new consolidated location shall include detailed requirements for the following:

- Physical model of IT wiring;
- HVAC;
- Electrical specifications;
- Computing power;
- Network bandwidth;
- Logical model of the actual computer room layout for the equipment; and
- Physical and logical models of all IT infrastructure equipment at Ft Knox.
- Map / layout of the Ft Knox Datacenter, Telecomm closets, NOC, COOP Business Recovery Site, and COOP Datacenter (cabling, electrical, HVAC, telephony, server, storage equipment and furniture).
- Electrical calculations for all equipment in the Datacenter
- Thermal calculations for all equipment in the Datacenter
- Network layout and bandwidth calculations

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The Army HRC anticipates that this plan may require revision and update as additional BRAC policy and guidance is received from the Department of the Army.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

C.5.7.3 Subtask 7.3 – IT SUPPORT SERVICES TRANSITION PLAN (OPTIONAL)

The contractor shall provide services to support the stand up of the new IT infrastructure environment, to include support in obtaining, migrating, assembling, deploying, installing, configuring, testing, and tuning products. The contractor shall develop an IT Support Services Transition Plan which will address the following:

- Ensure that all Army HRC systems supported through the HRC IT Infrastructure Support Program remain operational during the course of the BRAC relocation;
- Detail the orderly migration of support services from the three existing Army HRC locations to Ft Knox;
- Take into account the specific services performed at each Army HRC location; and
- Include detailed timelines and resources for each phase of execution.

The Site Specific Transition Installation Plan for the new consolidated location shall include detailed requirements for the following:

- Six (6) site support and staffing plans (Ft Knox, Alexandria, St Louis, Indianapolis, COOP and Business Recovery Site) based on the CLIN 7.1 Wave Schedule and Functional move schedule.
- Concept of Operations (CONOPS) for the datacenter build and the shutdown of the three (3) existing HRC datacenters.
- Input to the HRC asset management systems of all datacenter equipment at Ft Knox plan.
- Equipment and Hardware Platform set-up and tuning activity plan.

The Army HRC anticipates that this plan may require revision and update as additional BRAC policy and guidance are received from the Department of the Army.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

C.5.8 Task 8 – BRAC IT ARCHITECTURE IMPLEMENTATION/EXECUTION (OPTIONAL)

The Army HRC anticipates that during the period of performance of this Task Order, it will require the acquisition of the IT infrastructure materials and items specified in, but not limited to, the BRAC IT Infrastructure List located in Section J, Attachment F. The Army HRC will update or revalidate this list before the Government exercises this optional CLIN. The Government will

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provide the contractor the updated, proposed physical hardware and software bill of materials (BOM), as Attachment F.

C.5.8.1 Subtask 8.1 – BRAC IT SUPPORT SERVICES (OPTIONAL)

Option Year Two BRAC Infrastructure Installation (2006AA) – The contractor shall provide the necessary personnel and support to the Army HRC to setup and install the IT infrastructure. The deliverable is a fully functioning hardware and software environment and its acceptance by the Government.

The contractor shall provide the following to support the Infrastructure Installation:

- Datacenter Network Cabling with security enclaves
- Telecomm room edge switches installed, connected, and tested
- Racks installed
- Network and security zones installed within the Datacenter
- Data replication on-line and functioning
- Servers installed and tested
- Applications installed on servers and tested
- Application cutover completed
- Mailroom equipment installed and tested

BRAC Support Services Transition – The contractor shall provide transition of the Army HRC's IT capabilities from its offices in Alexandria, VA; St Louis, MO; and Indianapolis, IN to Ft Knox, KY. This support involves the execution of the IT Support Services Transition Plan. The Government will provide technical direction to the contractor for the execution of each phase of the IT Support Services Transition Plan. The contractor shall support the Government in the phased execution of the IT Support Services Transition Plan. The contractor shall continue to provide services and support as described in Sections C.5.1 through C.5.6 in support of the Army HRC's ongoing mission needs throughout the complete transition and standup of the Ft Knox facility.

The contractor shall provide the following Transition BRAC Support Services:

- Installation support for the Ft Knox datacenter build-out.
- Ft Knox systems and infrastructure support staff.
- Three (3) site support staff and execution of BRAC transition Plan (Alexandria, St Louis and Indianapolis).
- Equipment and hardware platform setup and tuning at HRC Ft Knox site.
 - Updates of Map/layout of the Ft Knox Datacenter, Telecomm closets, NOC (cabling, electrical, HAVAC, telephony, server, storage equipment, furniture)
 - Updates to electrical calculations for all equipment in the datacenter based on the actual installation
 - Updates to thermal calculations for all equipment in the datacenter
 - Updated network layout and bandwidth calculations based on changes during the installation at the Ft Knox datacenter.

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Option Year Three BRAC Infrastructure Installation Support (3006AA) – The contractor shall provide the following to support the Infrastructure Installation:

- Datacenter Network Cabling with security enclaves
- Telecomm room edge switches installed, connected, and tested
- Racks installed
- Network and security zones installed within the Datacenter
- Data replication on-line and functioning
- Servers installed and tested
- Applications installed on servers and tested
- Application COOP failover tested

The contractor shall provide the following Transition BRAC Support Services:

- Equipment and hardware platform setup and tuning at HRC Ft Knox COOP site.
 - Updates of Map/layout of the Ft Knox COOP Business Recovery Site, and COOP Datacenter (cabling, electrical, HAVAC, telephony, server, storage equipment, furniture)
 - Updates to electrical calculations for all equipment in the COOP datacenter based on the actual installation
 - Updates to thermal calculations for all equipment in the COOP datacenter.
 - Updated network layout and bandwidth calculations based on changes during the installation at the Ft Knox COOP location.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

The Performance Requirements (see Section J, Attachment G) that apply to Subtask 8.1 – BRAC IT Support Services are:

- PRS-2.1 Timely Delivery of Hardware/Network Configuration Diagrams
- PRS-2.2 Notification and Coordination of Scheduled Downtime
- PRS-2.3 Problem Response
- PRS-2.4 Delivery of Problem Recording, Tracking and Resolution Reports
- PRS-2.5 Delivery of Incident Reports

C.5.8.2 Subtask 8.2 – BRAC INFRASTRUCTURE ACQUISITION (OPTIONAL)

The contractor shall acquire the IT infrastructure materials and items specified in, but not limited to, the BRAC IT Infrastructure List located in Section J, Attachment F. The contractor shall support the Army HRC in updating and revalidating this list.

All deliverables are due, to the Army HRC TPOC and the FEDSIM COR, in accordance with the milestone/deliverable table in Section F.

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The Performance Requirements (see Section J, Attachment G) that apply to Subtask 8.2 – BRAC Infrastructure Acquisition are:

- PRS-2.6 Notice of Intent to Renew Hardware and Software Maintenance Agreements
- PRS-2.7 Delivery of Consent to Purchase Documents
- PRS-2.8 Delivery of Purchase Order Documents and Hardware/Software Maintenance Agreements and License Renewals
- PRS-2.9 Purchase of Hardware and Software Maintenance Renewals and Acquisitions

C.6 SECTION 508 COMPLIANCE REQUIREMENTS

All EIT products and services proposed shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 CFR 1194. The contractor shall identify all EIT products and services proposed, identify the technical standards applicable to all products and services proposed and state the degree of compliance with the applicable standards. Additionally, the contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., Vendor's or other exact web page location). The contractor must ensure that the list is easily accessible by typical users beginning at time of award.

The contractor must ensure that all EIT products and services proposed that are less than fully compliant, are offered pursuant to extensive market research, which ensures that they are the most compliant products available to satisfy the solicitation's requirements.

If any such EIT product or service proposed is not fully compliant with all of the standards, the contractor shall specify each specific standard that is not met; provide a detailed description as to how the EIT product or service does not comply with the identified standard(s); and shall also indicate the degree of compliance.